

Subject: RE: South Park BID Trash Bag Order
From: Robert Buente </O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS /CN=C7B1814176124B59B21D8FDA30E507D8-BBUENTE>
Date: 08/26/2016 11:01 AM
To: Katie Kiefer <katie@southpark.la>
CC: Marcus Lieber <Marcus.Lieber@armaninoLLP.com>, Jessica Lall <jessica@southpark.la>

Katie:

Caltex is not winning any awards for customer service are they?

I'm leaving on vacation tomorrow and I won't have time to go to WF and do a wire transfer. I can however write a check to Caltex. Can we survive the week without more doggie bags? WF will only guarantee delivery of a check by next Friday, the 2nd! My experience is that the checks usually get to the payee in three business days so that would make it Wed. Was someone going to go to Vernon and pick up the bags?

Give me a call on my cell, 626-818-2183 if you have any questions.

Thanks

Bob

Robert Buente

President/CEO

1010 Development Corporation

1001 South Hope Street

First Floor

Los Angeles, CA 90015

bbuente@1010dev.org <<mailto:bbuente@1010dev.org>>

213-749-0214 x202 (o)

213-749-3098 (f)

From: Katie Kiefer [<mailto:katie@southpark.la>]
Sent: Friday, August 26, 2016 10:39 AM
To: Robert Buente <bbuente@1010dev.org>
Cc: Marcus Lieber <Marcus.Lieber@armaninoLLP.com>; Jessica Lall <jessica@southpark.la>
Subject: Re: South Park BID Trash Bag Order

Bob – long story short, the vendor I need to issue payment to will not re-rerun the CC. They are requesting either a check or wire transfer in order to complete the order (this is for GSP trash bags and we're running extremely low).

It's been pulling teeth with them and at this point I'd just like to get the bags ordered for the Clean Team. Please find attached the wiring instructions as well as a sales receipt for the cost to be wired directly to Caltex. Would you be able to make this transaction today?

Let me know and thanks for the assistance. Apologies on the inconvenience.

Katie Kiefer

South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: SPBID <katie@southpark.la <<mailto:katie@southpark.la>> >
Date: Thursday, August 25, 2016 at 11:17 AM
To: Robert Buente <bbuente@1010dev.org <<mailto:bbuente@1010dev.org>> >
Cc: Marcus Lieber <Marcus.Lieber@armaninoLLP.com <<mailto:Marcus.Lieber@armaninoLLP.com>> >, Jessica Lall <jessica@southpark.la <<mailto:jessica@southpark.la>> >
Subject: Re: South Park BID Trash Bag Order

Bob – forgot to ask, do we have low balance thresholds setup to be emailed or text to either you or Jessica when we get below, for example, a \$2K balance?

Marcus attempted to initially set this up but does not have access to the system to do this.

THX.

Katie Kiefer

South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: SPBID <katie@southpark.la <mailto:katie@southpark.la>> >
Date: Thursday, August 25, 2016 at 10:36 AM
To: Robert Buente <bbuente@1010dev.org <mailto:bbuente@1010dev.org>> >
Cc: Marcus Lieber <Marcus.Lieber@armaninoLLP.com <mailto:Marcus.Lieber@armaninoLLP.com>> >, Jessica Lall <jessica@southpark.la <mailto:jessica@southpark.la>> >
Subject: Re: South Park BID Trash Bag Order

Bob – thank you for transferring the needed funds. Much appreciated.

Katie Kiefer

South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

RE: South Park BID Trash Bag Order

From: Jessica Lall <jessica@southpark.la <<mailto:jessica@southpark.la>> >
Date: Wednesday, August 24, 2016 at 3:37 PM
To: SPBID <katie@southpark.la <<mailto:katie@southpark.la>> >, Robert Buente
<bbuente@1010dev.org <<mailto:bbuente@1010dev.org>> >
Subject: Re: South Park BID Trash Bag Order

Yes that's probably it. I haven't used it today though. I'd try replacing the order. Can they invoice?

Jessica Lall

South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112

c. 213 820 0837

24/7: 866 560 9346

From: Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >
Date: Wednesday, August 24, 2016 at 3:06 PM
To: Bob Buente <bbuente@1010dev.org <<mailto:bbuente@1010dev.org>> >, Jessica Lall
<jessica@southpark.la <<mailto:jessica@southpark.la>> >
Subject: FW: South Park BID Trash Bag Order

Bob / Jessica – the CC ending in #4984 has been declined for the below order. I'm thinking the logic behind it is due to the order total being roughly \$3.9K and potentially hitting the \$5K limit?

Any input here would be greatly appreciated. THX.

Katie Kiefer

South Park BID

RE: South Park BID Trash Bag Order

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: Rosa Saldivar <rosa@caltexplastics.com <<mailto:rosa@caltexplastics.com>> >
Date: Wednesday, August 24, 2016 at 2:16 PM
To: SPBID <katie@southpark.la <<mailto:katie@southpark.la>> >
Subject: FW: South Park BID Trash Bag Order

Hello Katie,

Your card was declined again.

Thank you,

Rosa Saldivar

Caltex Plastics Inc.

From: Jack
Sent: Wednesday, August 24, 2016 11:26 AM
To: Rosa Saldivar <rosa@caltexplastics.com <<mailto:rosa@caltexplastics.com>> >
Subject: FW: South Park BID Trash Bag Order

Updated CC form.

From: Katie Kiefer [<mailto:katie@southpark.la>]
Sent: Wednesday, August 24, 2016 11:27 AM
To: Jack
Cc: Josie Salinas
Subject: Re: South Park BID Trash Bag Order

Revised CC form attached for your files.

RE: South Park BID Trash Bag Order

Katie Kiefer

South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: SPBID <katie@southpark.la <<mailto:katie@southpark.la>> >
Date: Wednesday, August 24, 2016 at 11:19 AM
To: Jack <jack@caltexplastics.com <<mailto:jack@caltexplastics.com>> >
Subject: Re: South Park BID Trash Bag Order

The issue was probably with the billing address. Will fill out a new form and send but in the meantime, please retry the card with my signature block address below.

Katie Kiefer

South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: Jack <jack@caltexplastics.com <<mailto:jack@caltexplastics.com>> >
Date: Wednesday, August 24, 2016 at 11:11 AM
To: SPBID <katie@southpark.la <<mailto:katie@southpark.la>> >
Subject: RE: South Park BID Trash Bag Order

Just wanted to make sure you saw this email. We cannot proceed with the order until this gets resolved. Please advise.

From: Jack
Sent: Tuesday, August 23, 2016 4:53 PM

RE: South Park BID Trash Bag Order

To: 'Katie Kiefer'
Subject: RE: South Park BID Trash Bag Order

My accounts receivable attempted to charge this order so we could proceed but the card was declined.

From: Katie Kiefer [<mailto:katie@southpark.la>]
Sent: Tuesday, August 23, 2016 2:46 PM
To: Jack
Subject: Re: South Park BID Trash Bag Order

Attached the form sent back in January for your files.

Katie Kiefer

South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: Jack <jack@caltexplastics.com <<mailto:jack@caltexplastics.com>> >
Date: Tuesday, August 23, 2016 at 2:42 PM
To: SPBID <katie@southpark.la <<mailto:katie@southpark.la>> >
Subject: RE: South Park BID Trash Bag Order

I do apologize. Recently we had a major issue with our server and bits of information were lost. I have attached one of our Credit Card forms. If you could get it filled out and either fax or email it back that would greatly help. I apologize for the inconvenience.

From: Katie Kiefer [<mailto:katie@southpark.la>]
Sent: Tuesday, August 23, 2016 2:42 PM
To: Jack
Subject: Re: South Park BID Trash Bag Order

If I'm not mistaken, you have our CC info on file. Please confirm.

Katie Kiefer

South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: Jack <jack@caltexplastics.com <<mailto:jack@caltexplastics.com>> >
Date: Tuesday, August 23, 2016 at 2:08 PM
To: SPBID <katie@southpark.la <<mailto:katie@southpark.la>> >
Subject: RE: South Park BID Trash Bag Order

Sorry for the delay. While I wasn't able to get a specific date, I was told that we should be able to have this available for will call next week. My accounts receivable did mention though that this would either have to be paid by Credit card in advance or that we a check would have to be available at the time of pick up. Which of the two options would you prefer?

From: Katie Kiefer [<mailto:katie@southpark.la>]
Sent: Monday, August 22, 2016 9:32 AM
To: Jack
Subject: Re: South Park BID Trash Bag Order

Thanks, would greatly appreciate being kept updated on shipping details.

Trying to think creatively but would there be an opportunity to split up shipping the orders to tie us over when the 5 boxes are out?

Moving forward, I will keep in mind the 2-week turnaround timeframe. THX.

RE: South Park BID Trash Bag Order

Katie Kiefer

South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: Jack <jack@caltexplastics.com <<mailto:jack@caltexplastics.com>> >
Date: Monday, August 22, 2016 at 8:29 AM
To: SPBID <katie@southpark.la <<mailto:katie@southpark.la>> >
Subject: RE: South Park BID Trash Bag Order

Thank you for the order. I will talk with my production team to see if this can be at all sped up.

From: Katie Kiefer [<mailto:katie@southpark.la>]
Sent: Friday, August 19, 2016 5:18 PM
To: Jack
Subject: Re: South Park BID Trash Bag Order

Jack – please submit the following:

100 cases with 200 per case, the cost would be \$36.00 per case.

We only have 5 boxes left and run thru them like water. Any way to speed up the 2 week lead process?

Katie Kiefer

South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: Jack <jack@caltexplastics.com <mailto:jack@caltexplastics.com>> >
Date: Friday, August 19, 2016 at 4:08 PM
To: SPBID <katie@southpark.la <mailto:katie@southpark.la>> >
Subject: RE: South Park BID Trash Bag Order

This is not a stock item for us. It is a custom item that we would have to run. There would be a roughly 2 week lead time from when the order is placed.

If we run 100 cases with 200 per case, the cost would be \$36.00 per case.

If we run 200 cases with 100 per case, the cost would be \$34.50 per case.

Please let me know if you have any additional questions or concerns.

From: Katie Kiefer [<mailto:katie@southpark.la>]
Sent: Friday, August 19, 2016 3:59 PM
To: Jack
Subject: Re: South Park BID Trash Bag Order

No worries on cost increase since January.

Included January's invoice to reference. The only info to be taken from it is the specific product type.

Do you have this product in 100 or 200/box count?

Katie Kiefer

South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: Jack <jack@caltexplastics.com <<mailto:jack@caltexplastics.com>> >
Date: Friday, August 19, 2016 at 1:49 PM
To: SPBID <katie@southpark.la <<mailto:katie@southpark.la>> >
Subject: RE: South Park BID Trash Bag Order

Good afternoon,

Yes I would be the individual who tends to handle incoming orders. Since it has been a bit of time since your last order, I will have to check to see that pricing is still current. Can I please get a small bit of clarification on something. In your email you said 200x 100/box count, but I notice on the order you have attached it is 100 of a 200/cs. Which of the two is accurate?

As for if this will be invoiced or if it needs to be paid in advance with a credit card, I will need to check with my AR department. Unfortunately, they have left for the day and won't return until Monday. I apologize in the delay, but I will have to wait until then to get you an answer back on that.

From: Katie Kiefer [<mailto:katie@southpark.la>]
Sent: Friday, August 19, 2016 1:44 PM
To: Jack
Subject: South Park BID Trash Bag Order

Jack – was directed in your office to email you directly regarding setting up an order for trash bags. Attached the last invoice from January when we ordered.

Would like to order 200x 100/box count. Please confirm this order.

Let me know if we will receive an invoice for payment or if this is done by credit card.

THX.

Katie Kiefer
Operations Manager

South Park Business Improvement District

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

katie@southpark.la <<mailto:katie@southpark.la>> | o. 213 663 1120

Check out our new website: www.southpark.la <<http://www.southpark.la/>>

[fb.com/SouthParkLosAngeles](https://www.facebook.com/SouthParkLosAngeles) <<http://fb.com/SouthParkLosAngeles>> | Twitter/Instagram @SouthParkLA

24/7 DISPATCH: 866-560-9346

— image001.png —



— image002.png —



— Attachments: —

image001.png	3.4 KB
image002.png	4.1 KB